Problem Resolution Report

NG/CoSD-052
Update to Schedule 5

NORTHROP GRUMMAN

Date: April 20, 2010

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to update and amend Schedule 5 – Invoices and Reports.

Resolution:

Schedule 5—Invoices and Reports, of the Agreement is amended as shown in Attachment 1 to this PRR-052 to update and amend the requirements for deliverable reports. All reports that have a designation of "Keep, TBD, or TBD Security" in column G of Attachment 1, shall be required reports under the Agreement. All reports that have a designation of "Remove" in column G of Attachment 1 shall no longer be required under the Agreement in accordance with the parameters of this PRR-052. The removal, addition and updates of all reports covered by this PRR-052 will be required and in affect the first day of the second month following the acceptance by both parties of this PRR-052 (eg... Acceptance 4/28/2010 Reports Required under PRR-052 Starting 6/1/2010)

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

NG/CoSD-052
Update to Schedule 5

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _Bruce L Petyju_

Name: _Bruce Petrozza_

Title: _Manger, Contracting_

Date: _May 3, 2010_

HUDSON

NORTHROP GRUMMAN INFORMATION
TECHNOLOGY, INC.

By: _____

Name: _RANDOLPH PABST_

Title: _MGR., CONTRACTS_

Date: _APRIL 23, 2010_

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
1	Disaster Recovery Report	Demonstates the updating and testing of all disaster recovery procedures	Approve	n/a	n/a	TBD
2	Standards and Procedures Manual	Update to reflect changes in the operations or procedures described therein	Approve	Quarterly	10th of January, April, July, October	Keep
3	MASL Report	n/a	n/a	n/a	n/a	Remove
4	Root-Cause Analysis and Resolution Report	n/a	n/a	n/a	n/a	Remove
5	Resource Charges and Credits Report	n/a	n/a	n/a	n/a	Remove
6	Maximum Annual Fee Report	Fees incurred to date during each Contract Year and the amount of Fees projected to be incurred in the remaining months of the Contract Year	Approve	Monthly	Last day of the month	Keep
7	Intellectual Property Report	n/a	n/a	n/a	n/a	Remove
8	a - Information Access Report AD	Updated list of those Contractor personnel having access to the County's systems, software, and data.	Accept	Quarterly	10th of January, April, July, October	TBD-Security
8	b - Information Access Report Mainframe	n/a	n/a	n/a	n/a	TBD-Security
9	Background Checks Certification	Certification of conducting background check by human resources manager in respect of all Persons assigned by Contractor to perform work at any Location.	Accept	Annually	June 13th	Keep
10	Performance Management and Planning Report	System resource usage by the County's internal and external users.	Accept	n/a	n/a	TBD
11	Applications Maintenance and Support Report	n/a	n/a	n/a	n/a	Remove
12	Telecommunications Services Report	Listing (i) the location of the unused single- and multi-line devices, (ii) the type of such devices, and (iii) the organization that owns such device	Accept	n/a	n/a	TBD
13	Telecommunications Billing	Detailed reporting and invoicing for On-Net Calls, Off-Net Local Calls, Off-Net Toll Calls, Off-Net Long Distance Calls International Calls, Toll Free 800 Service, Casual Use Calling, Conference Bridge Calls, Directory Assistance Calls, and Pay Phones.	Accept	n/a	n/a	TBD
14	OIPC Report	Detailed report of (i) items/services purchased from the OIPC and the charges for such purchases; and (ii) for each item/service purchased, the County Personnel that authorized such purchase, and the associated charge back number for such purchase.	Accept	Monthly	10th	Keep
15	Telecommunications Network Report	All inventories making up the County's voice switching, voicemail, audio, video, and WAN system and resources, including routers, switching elements, etc., clearly identifying those resources which are not in use but are in storage and available for future use.	Accept	Annually	March 20th	Keep
16	NOC Report	Addressing the telecommunications system performance	Accept	Monthly	10th	Keep
17	Standard Desktop Report	Monthly activity of RU's	Accept	Monthly	10th	Keep
18	Optional Item Pricing Catalog Report	n/a	n/a	n/a	n/a	Remove
19	Service Delivery Management Report	Results of the End-User Satisfaction Survey	Accept	Monthly	20th	Keep
20	Software License Management Report	(i) Software license vendor and product names and version release; (ii) number of licenses purchased during the period; (iii) license type; and (iv) number of licenses of each software product deployed.	Accept	Quarterly	10th of January, April, July, October	Keep
21	Asset Inventory Database Report	n/a	n/a	n/a	n/a	Remove
22	a- Patch Status Desktop	Updates and/or patches installed on each Desktop Asset.	Accept	Monthly	10th	TBD-Security
22	b - Patch Status Wintel Server	Updates and/or patches installed on each Desktop Asset.	Accept	Monthly	10th	TBD-Security
22	c - Patch Status UNIX Server	Updates and/or patches installed on each Desktop Asset.	Accept	Monthly	10th	TBD-Security

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
23	Network Refresh Report	The status of the network refresh effort.	Accept	Monthly	10th	Keep
24	Server Refresh Report	The status of the server refresh effort, including (1) the number of application servers and infrastructure servers refreshed during the previous month; (2) the name, location, type, and business owner of each server refreshed; (3) the date on which the refresh was completed; (4) the availability measurement for each server, capacity of the server at peak usage, and the average response time of each server, as well as other industry standard server diagnostics; (5) the number of servers refreshed as compared to the contractual requirements for the applicable Contract Year; (0) the functionality provided by the server; and (7) adequate documentation to demonstrate to the County's satisfaction that each refreshed application server and infrastructure server is operating in the "Active Directory" environment.	Accept	Quarterly	10th of January, April, July, October	Keep
25	Software Management Plan	n/a	n/a	n/a	n/a	Remove
26	Services Usage Report	n/a	n/a	n/a	n/a	Remove
27	Print Report	Weekly VAX print usage report	Accept	As requested	n/a	Keep
28	Standard PCs Report	n/a	n/a	n/a	n/a	Remove
29	Laptops/Tablet Report	n/a	n/a	n/a	n/a	Remove
30	Terminals Report	n/a	n/a	n/a	n/a	Remove
31	CWS/CMS Desktop Workstations Report	n/a	n/a	n/a	n/a	Remove
32	Data Port Connections Report	n/a	n/a	n/a	n/a	Remove
33	Help Desk Operational Procedures	n/a	n/a	n/a	n/a	Remove
34	Help Desk Administration Policies	n/a	n/a	n/a	n/a	Remove
35	End-User Satisfaction Survey Procedures	Procedures for conducting End-User satisfaction surveys according to MASLs and Schedule 7.2 (End User Satisfaction Surveys)	Approve	As requested	n/a	Keep
00	Help Desk Statistics	Help Desk statistics and trends (e.g., Work Request volumes and trends by types of End-Users). Includes the following: 1) Total HD Calls for the reporting month in the form of a trend chart showing total HD calls each month, 2) Subset of calls that are Break/Fix also in a trend format, 3) Subset of calls that are IMAR also in a trend format, Subset of calls that are PW resets also in a trend format 4) Total number of work requests from all sources also in a trend chart format	Approve	Monthly	10th	Keep
37	Applications Services Artifacts list	n/a	n/a	n/a	n/a	Remove
38	Applications End User Documentation	n/a	n/a	n/a	n/a	Remove
39	Applications Portfolio List	List of applications in the Portfolio and their status	Accept	Monthly	10th	Keep
40	Application Services Help Desk Scripts	n/a	n/a	n/a	n/a	Remove
41	Application Cost Report	n/a	n/a	n/a	n/a	Remove
42	Trend Information	Trend information on defects, Work Requests, estimate accuracy, and incident tickets by Applications Framework Business Group	Accept	Monthly	10th	Keep
43	Personal Computing Services Core Software Standards	Core software standards for Personal Computing assets	Approve	Annually	January 1st	Keep
44	Personal Computing Hardware Standards	Personal Computing Hardware Standards Report	Approve	Annually	January 1st	Keep
45	Personal Computing Services Core Software Deployment / Management Policies and Procedures	n/a	n/a	n/a	n/a	Remove

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
46	Personal Computing Asset Refresh Strategy	A list of assets that are targeted for Refresh in the next contractual year.	Approve	Annually	January 1st	Keep
47	Personal Computing Software Deployment / Management Policies and Procedures	n/a	n/a	n/a	n/a	Remove
48	Personal Computing Refresh Report	Report activities related to Personal Computing refresh	Accept	Monthly	10th	Keep
49	Application Server Hardware and Software Standards	Report on Application Servers hardware and software standards	Approve	Annually	January 1st	Keep
50	Infrastructure Server Hardware and Software Standards	Report on Infrastructure Servers hardware and software standards	Approve	Annually	January 1st	Keep
51	E-Mail Account Report	n/a	n/a	n/a	n/a	Remove
52	Network Services Refresh Plan	Network Services refresh plan to County as described in Schedule 4.4	Approve	Annually	January 1st	Keep
53	Network Provisioning Requirements and Policies	Network provisioning requirements and policies	Approve	Quarterly	10th of June, Sept, Dec, March	Keep
54	Router Configuration Documentation	Documentation of router configuration files and IP addressing schemas	Accept	Annually	January 1st	Keep
55	a - Security Testing Results Audit	Reporting on security testing results	Accept	Annually	April 10th	TBD-Security
55	b - Security Testing Results Server Compliance Monitoring	Reporting on security testing results	n/a	n/a	n/a	TBD-Security
55	c - Security Testing Results: NG Vulnerability Scans - Desktop	Reporting on security testing results_desktop	Accept	Semi-Annually	10th of January and July	TBD-Security
55	d - Security Testing Results NG Vulnerability Scans - Network	Reporting on security testing results	Accept	Annually	July 10th	TBD-Security
55	e - Security Testing Results NG Vulnerability Scans - Data Center	Reporting on security testing results	Accept	Annually	July 10th	TBD-Security
55	f - Security Testing Results NG Penetration Test - Network	Reporting on security testing results	Accept	Annually	October 10th	TBD-Security
55	g - Security Testing Results NG Penetration Test - Data Center	Reporting on security testing results	Accept	Annually	October 10th	TBD-Security
56	a - Security Reports: Antivirus Monthly Product Version Metrics for Servers	Lists the number of devices by Symantec software version	Accept	Monthly	10th	TBD-Security
56	b- Security Reports: Antivirus Monthly Risk Summary for Servers	Security Reporting	Accept	Monthly	10th	TBD-Security
56	c - Security Reports: Antivirus Weekly Definition Distribution Metrics for Servers	Security Reporting	Accept	Weekly	Last day of the month	TBD-Security
56	g - Security Reports: Antivirus Monthly Product Version Metrics for Workstations	Security Reporting	Accept	Monthly	10th	TBD-Security
56	h - Security Reports: Antivirus Monthly Risk Summary for Workstations	Security Reporting	Accept	Monthly	10th	TBD-Security

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
56	f - Security Reports: Antivirus Weekly Definition Distribution Metrics for Workstations (wks 1-4)	Security Reporting	Accept	Weekly	31st	TBD-Security
56	m - Security Reports: Ironport Reports	Security Reporting	Accept	Monthly	10th	TBD-Security
57	Local and Long Distance Usage Reports	Local and long distance usage reporting	Accept	n/a	n/a	TBD
58	Voicemail Usage Reports	Voicemail usage reporting	Accept	Monthly	10th	Keep
59	Voice Services Fraud and Security Reports	Proactive and reactive Voice Services fraud and security reporting	Accept	Monthly	10th	Keep
60	Security Testing: Summary	Summary report of the frameworks' security testing results	Approve	Annually	February 10th	TBD-Security
61	Itemized Call Detail Records	Itemized call detail records, including length of each call by telephone number and charge	Accept	n/a	n/a	TBD
62	Data Center Systems Administration Policies / Procedures	County computing Systems administration policies/Procedures	Approve	As Requested	n/a	Keep
63	Network Capacity and Performance Reports	Capacity and performance reports	Accept	Monthly	10th	Keep
64	Network Performance Reports	n/a	n/a	n/a	n/a	Remove
65	Network Administration Procedures	Procedures for administration that meet requirements and adhere to defined policies and procedures (e.g. security, access rights)	Approve	As Requested	n/a	Keep
66	a - Firewall ACL Policies (SD Sites)	Firewall ACL policies. Listing of firewall access control lists.	Approve	Monthly	10th	TBD-Security
66	b - Firewall ACL Policies (Data Centers)	n/a	n/a	n/a	n/a	TBD-Security
67	Data Asset Consolidation Strategy	n/a	n/a	n/a	n/a	Remove
68	Servers Job Scheduling Requirements	Server Job scheduling requirements, interdependencies, County contacts, and rerun requirements for all production jobs	Accept	As Requested	n/a	Keep
69	Data Center Services – Server Monitoring Procedures	Server monitoring procedures	Approve	As requested	n/a	Keep
70	Server Collaborative Computing Procedures	Documentation describing the procedures used by the Messaging team.	Approve	As requested	n/a	Keep
71	Data Center Services Server Media Processing Procedures	Documentation describing the procedures used to process County Media.	Approve	As requested	n/a	Keep
72	Data Center Data Recovery Plan	Data recovery plan consistent with the County's business requirements	Accept	n/a	n/a	TBD
73	Detailed DR/BC Plan	Detailed DR/BC Plan that restores Priority 1 Applications within 48 hours and Priority 2 Applications within 72 hours	Approve	n/a	n/a	TBD
74	DR/BC Test Plan	DR/BC test plan	Approve	n/a	n/a	TBD
75	DR/BC Test Results Report	Track and report DR/BC test results	Approve	n/a	n/a	TBD
76	DR/BC Status Report	Provide on going status of corrective actions identified during DR/BC test until completion	Accept	n/a	n/a	TBD
77	Storage Plan	Storage plan to meet demand and capacity requirements	Accept	n/a	n/a	TBD
78	Storage Management Policies and Procedures	n/a	n/a	n/a	n/a	Remove
79	Managed Print Output Management Requirements	Output management requirements, policies, and procedures including transport, delivery locations and schedule requirements	Approve	As requested	n/a	Keep
80	Performance Management Reports	n/a	n/a	n/a	n/a	Remove
81	MASL Improvement Plan	MASL improvement plans	Approve	Annually	January 1st	Keep
82	a - Security Vulnerabilities Risk Radar (Detailed)	Report on vulnerabilities and recommended mitigations	Approve	Monthly	10th	TBD-Security

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
82	b - Security Vulnerabilities Risk Radar (Summary)	Report on vulnerabilities and recommended mitigations	Approve	Monthly	10th	TBD-Security
83	a - CSG Personnel Access List Active Directory	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	a - FGG Personnel Access List Active Directory	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	a - HHSA Personall Access List Active Directory	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	a - LUEG Personnal Access List Active Directory	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	a - Personnel Access List RDCOSD AD Domain	List of CoSD and non-CoSD personnel that have been granted electronic access to the RDCOSD AD Platform	Accept	Monthly	10th	TBD-Security
83	a - PSG Personnel Access List Active Directory	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	b - Personnel Access List Mainframe	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	c - HHSA Personnel Access List VAX	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	c - LUEG Personnal Access List VAX	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	d - Personnel Access List AS400	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Monthly	10th	TBD-Security
83	e- Personnel Access List Blackberry	Listing of personnel that have been granted electronic access to County data/systems maintained by the Contractor	Accept	Quarterly	10th	TBD-Security
84	a - Security Violations Reports (SD Sites)	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	Accept	Monthly	10th	TBD-Security
84	b - Security Violations Report Data Center IDS Monthly	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	Accept	Monthly	15th	TBD-Security
84	c - Security Violations Report Data Center IDS Weekly (wks 1-4)	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	Accept	Weekly	31st	TBD-Security
84	d - Security Violations Report Data Center CIRT Monthly	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	Accept	Monthly	15th	TBD-Security
84	e - Security Violations Report Data Center CIRT Weekly (wks 1-4)	Report of security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, Web exploits)	n/a	n/a	n/a	TBD-Security
85	Chargeback Reports	n/a	n/a	n/a	n/a	Remove
86	Document Invoicing Requirements	n/a	n/a	n/a	n/a	Remove
87	Taxes Report	n/a	n/a	n/a	n/a	Remove
88	Invoices	Invoices per County requirements	Accept	Monthly	15th	Keep
89	Asset Inventory Reports	Produce and submit asset inventory reports	Accept	Monthly	20th	Keep
90	Asset Renewal and Expiration Advisory	report any expiration or renewal requirements for assets to allow for planning and mitigation	Accept	Quarterly	5th of April, July, October, January	Keep
91	MASL Reports	n/a	n/a	n/a	n/a	Remove
92	Process for Measurement and Reporting of MASLs	Process for the measurement and reporting of each MASL	Accept	Monthly	10th	Keep
93	Configuration Management Reports	Report on the number and details of E-Mail accounts	Accept	Monthly	10th	Keep
94	Operational Reports	Operational Reports	Approve	Monthly	12th	Keep

Deliverable / Report ID	Deliverable / Report Title	Schedule 5 Description	Approve or Accept	Frequency	Due Date	PRR Status
95	Status Reports on Problems	n/a	n/a	n/a	n/a	Remove
96	Management Reports on Refresh Plans	Management reports that detail the coming year's refresh plans	Accept	Annually	November 1st	Keep
97	Workflow Break/Fix Incident and Problem Management Policies and Procedures	n/a	n/a	n/a	n/a	Remove
98	RCA Procedures	Root Cause Analysis procedures	Approve	Annually	January 31st	Keep
99	Capacity Performance Recommendations	Mitigation recommendations based on impact/risk and cost of capacity changes	Approve	n/a	n/a	TBD
100	Capacity Mitigation Recommendations	Mitigation recommendations based on impact/risk and cost of capacity changes	Approve	n/a	n/a	TBD
101	Configuration Management Policies and Procedures	n/a	n/a	n/a	n/a	Remove
102	Configuration Management Policies	n/a	n/a	n/a	n/a	Remove
200	Desktop Applications Directory (DAD) Report	Purpose is to provide County with data on DAD items so effective decisions can be made on which items can be removed, reduce the number of duplicative DAD items, etc.	Accept	Monthly	20th of each month	Keep
201	Software Maintenance Renewals Weekly Report (wks 1-5)	To provide the County with a weekly status of in-process renewals of Software License Maintenance.	Accept	Weekly	Friday	Keep
202	a - CSG Open Work Request Weekly Report (wks 1-5)	State of open work requests by group	Accept	Weekly	Wednesday	Keep
202	b - FGG Open Work Request Weekly Report (wks 1-5)	State of open work requests by group	Accept	Weekly	Wednesday	Keep
202	c - HHSA Open Work Request Weekly Report (wks 1-5)	State of open work requests by group	Accept	Weekly	Wednesday	Keep
202	d - LUEG Open Work Request Weekly Report (wks 1-5)	State of open work requests by group	Accept	Weekly	Wednesday	Keep
202	e - PSG Open Work Request Weekly Report (wks 1-5)	State of open work requests by group	Accept	Weekly	Wednesday	Keep
203	a - CSG Closed Work Request Weekly Report (wks 1-5)	State of closed work requests by group	Accept	Weekly	Wednesday	Keep
203	b - FGG Closed Work Request Weekly Report (wks 1-5)	State of closed work requests by group	Accept	Weekly	Wednesday	Keep
203	c - HHSA Closed Work Request Weekly Report (wks 1-5)	State of closed work requests by group	Accept	Weekly	Wednesday	Keep
203	d - LUEG Closed Work Request Weekly Report (wks 1-5)	State of closed work requests by group	Accept	Weekly	Wednesday	Keep
203	e - PSG Closed Work Request Weekly Report (wks 1-5)	State of closed work requests by group	Accept	Weekly	Wednesday	Keep
204	Applications Project Spotlight Weekly Report (wks 1-5)	Apps Project Mgnt Office reporting of the in-flight Apps projects	Accept	Weekly	Thursday	Keep